Project Proposal | Wireframe WIP | Peyton Lee

Idea
- Problem: Venmo Help Center is currently hard to navigate, contains out-of-date information, user experience could be improved significantly, opportunity to gather more data is being ignored
- Customer: Venmo Support, right now it's based on Zendesk's default Help Center, basically a copy & paste your text deal
- Improvements: this site will improve both user experience and support agent experience by collecting more information up front, it will also allow the user to easily navigate to find the answer to their question, hopefully reduce support tickets, incorporate relevant web trends & social trends, and encourage non-users to sign up by incorporating brand voice

Prototype
- Users will access site through web search or directly from Venmo homepage or profile page
- Structure TBD
- Navigation TBD

Design
- Style will be cohesive with the rest of the Venmo brand – includes fonts, colors, and logos
- https://support.squarespace.com/hc/en-us
- https://support.teamweek.com/
- https://munchery.com/help/
- https://support.spotify.com/us/
- https://vimeo.com/help

Code
- So TBD it's not even funny